

# National Disability Insurance Scheme (NDIS)

New participant pathway experience

18 October 2017



Delivered by the  
National Disability  
Insurance Agency

# Participant Pathway



The National Disability Insurance Agency (NDIA) has designed a new National Disability Insurance Scheme (NDIS) 'pathway' – the experience that participants have from their first interaction to their ongoing engagement with the NDIS.

The new NDIS pathway is the result of workshops and discussions with over 300 people with disability, their families, carers, providers, and others, to understand key challenges and opportunities that have emerged as the NDIS has been rolled out.

The new NDIS pathway will ensure that participant's experience with the NDIS is outcomes focused; reliable and trusted; vibrant and connected; and consistent and straightforward.

The new NDIS pathway will be progressively piloted and tested over the coming months, before being rolled out nationally.

The NDIA will continue to engage with stakeholders on the testing and implementation of the new pathway.

Work is also underway to develop tailored pathways for people with psychosocial disability, children, people from Aboriginal and Torres Strait Islander communities, those from Culturally and Linguistically Diverse backgrounds, and people with more complex needs.

# Pathway Design Process

The NDIA worked with over 300 participants, providers and other stakeholders to learn about their experience.



**188** people with disability & carers

**10** participant workshops

**26** one-on-one interviews

**3** Hub design sessions



**76** providers

**4** provider workshops

**15** one-on-one interviews



**124** frontline staff

**64** planners

**60** Local Area Coordinators



**20** state official interviews

**27** peak body and advocacy groups

**14** NDIA Regional Managers

# The NDIS fits within a broader supports and services system



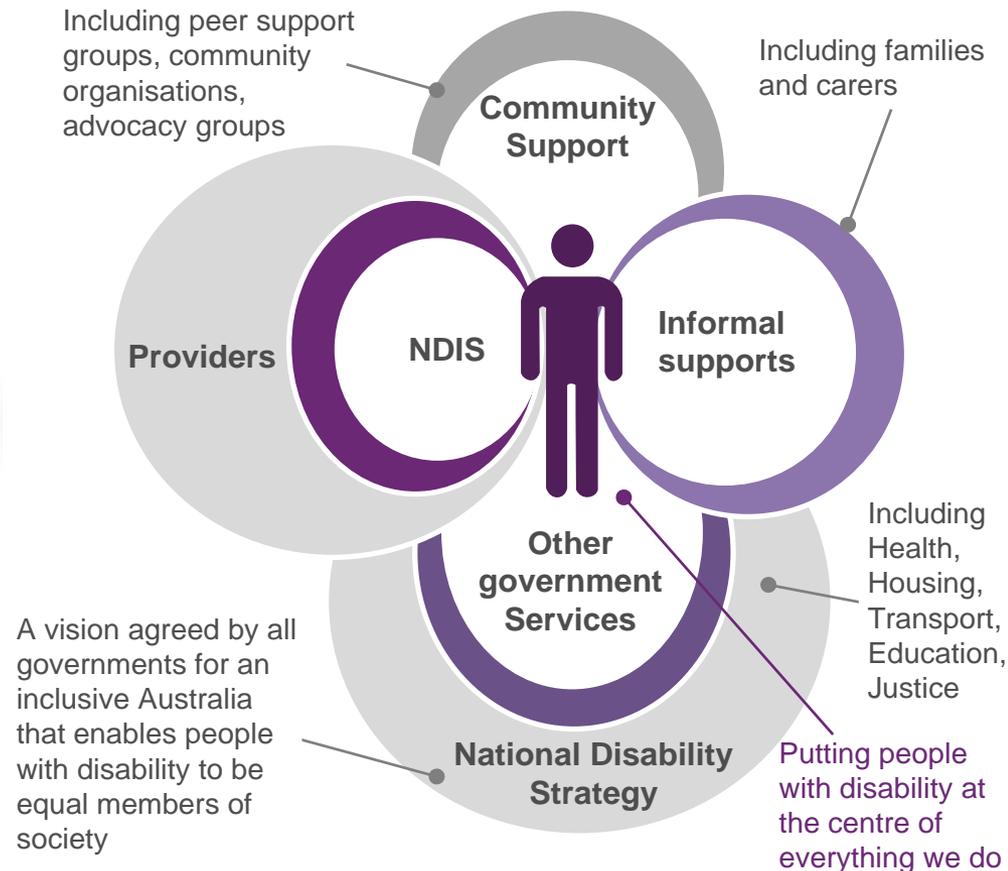
## The NDIS is for all Australians

Insurance for  
**~23m Australians**  
and build inclusive communities

Information, linkages  
and capacity building for  
**~4.8m people** with disability  
and their carers

Funding support  
from NDIS for  
**~460,000  
participants**

## The NDIS is part of a broader system



# The New Pathway Experience



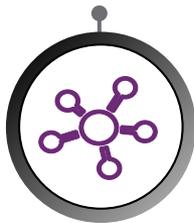
## Outcomes focused

- You will be supported to achieve outcomes by other government services (like health and transport), community supports (like disability organisations) and reasonable and necessary funded supports



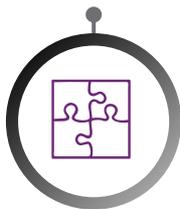
## Reliable and trusted

- You will build your plan with a skilled and trusted Local Area Coordinator (LAC) or Agency planner who understands your situation
- Face-to-face engagement is the standard for plan development, unless you prefer otherwise



## Vibrant and connected

- You will have a skilled person to contact who will assist you connect to and use your supports in a way that works for you to achieve outcomes. Family members will have the option to work with the same person



## Consistent and straight-forward

- You will receive consistent, easy-to-navigate information in your preferred format
- Your plan will be accessible and easy-to-understand. Your LAC will explain each support. The portal will be easy-to-use and supports you find the right providers to help you achieve your goals



# The New Participant Pathway

Phase

Stage

Purpose

	PHASE 1: Engaging with the NDIS			PHASE 2: Planning to achieve goals and outcomes			PHASE 3: Achieving goals and outcomes			
	1	2	3	4	5	6	7	8	9	10
	Learn about the NDIS and how it fits in the broader system of supports	Decide to proceed to access	Receive access decision	Understand current supports and prepare for planning	Create a plan to achieve goals and outcomes	Receive approved plan	Activate and implement plan	Use plan to achieve outcomes	Get support using plan	Review outcomes and progress
	<p><b>Clearly communicate</b> the NDIS' role within the broader systems of supports and services, including the role of the NDIS in providing support to people with permanent and significant disability</p> <p><b>Support people with disability to access the right supports</b> for their disability and circumstance, including applying for access to NDIS-funded supports, if appropriate</p> <p>Ensure people with a permanent and significant disability are referred to request decision and <b>receive a timely decision</b> on access.</p>			<p>Empower participants to <b>set goals to achieve outcomes</b></p> <p><b>Develop a plan</b> to achieve outcomes which includes government, informal, community and funded supports to facilitate greater social and economic participation</p> <p><b>Approve plans</b> with reasonable and necessary funded supports</p>			<p>Activate plan and ensure that <b>participants are connected to providers of supports</b> which meet their needs</p> <p>Ensure that <b>participants are able to exercise choice and control in using their plans to achieve outcomes</b> and monitor for any emerging issues</p> <p><b>Review plans when appropriate</b>, measuring outcomes achieved and setting goals for a new plan or exiting the Scheme as goals are achieved</p>			

**The pathway is being designed for everyone** – work is underway to develop tailored pathways for all participants including people with psychosocial disability, children, people from Aboriginal and Torres Strait Islander communities, those from Culturally and Linguistically Diverse backgrounds, and people with more complex needs.





# Next steps

The NDIA's purpose is to empower people with disability to choose and achieve their goals in inclusive communities and workplaces.

- The new pathway will be progressively piloted and tested over the coming months, before being rolled out nationally.
- The NDIA will continue to engage with stakeholders on the testing and implementation of the new pathway.
- Work is also underway to develop tailored pathways to ensure the NDIA has the right response for all participants including people with psychosocial disability, children, people from Aboriginal and Torres Strait Islander communities, those from Culturally and Linguistically Diverse backgrounds, and people with more complex needs.
- While the NDIS is a world first and there is no template to follow, the NDIA is committed to continuous improvement of processes, systems and operations to ensure the NDIS delivers on its promise.



## Questions?

Visit: [www.ndis.gov.au](http://www.ndis.gov.au)

Phone: 1800 800 110

8am-8pm eastern standard time weekdays

Email: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)



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